

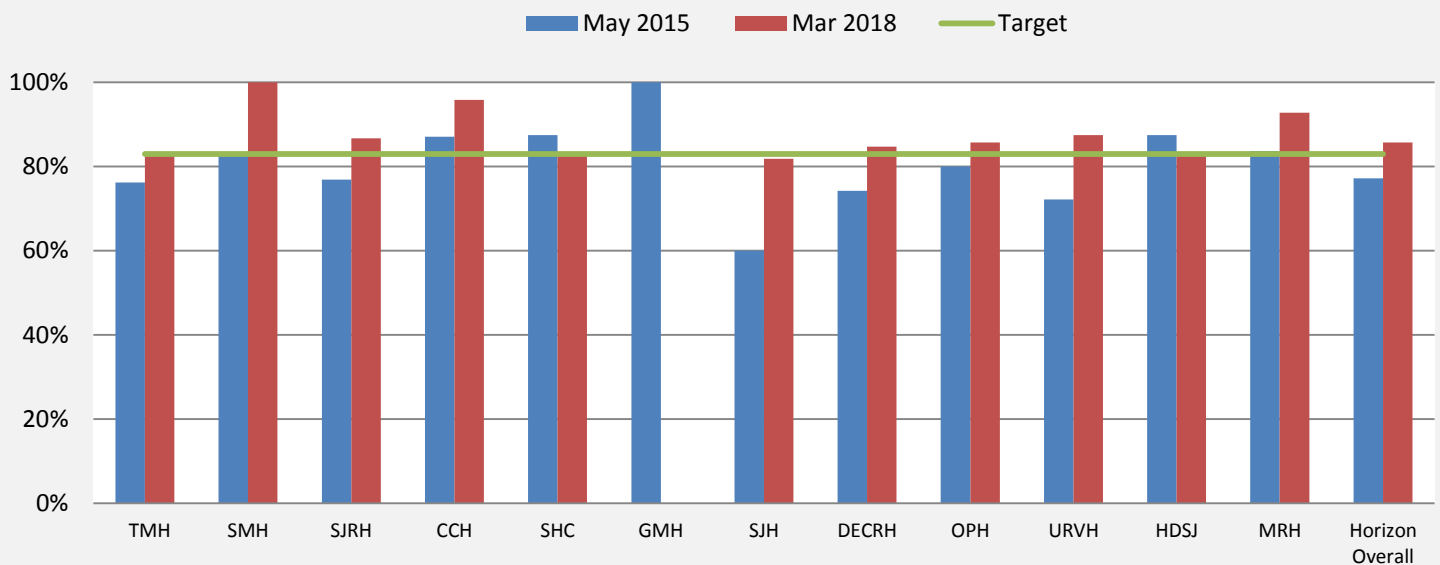
The overall hospital rating, from the patient's point of view, is an important measure of patient satisfaction because it reflects all experiences of care provided during a hospital stay, from admission to discharge.

Definition: Patients who rated their hospital stay favourably (8, 9, or 10 out of 10) to the following question:

- Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

2017/18 Target: 83%

Patients Who Rated Their Hospital Stay Favourably



Note: Results not reported for Grand Manan Hospital for March 2018 as the base is too small to report

Analysis: The Horizon Hospital Experiences Survey (Horizon Survey) is a shorter version of the New Brunswick Health Council (NBHC) 2016 Survey Hospital patient Care Experience in New Brunswick and provides us with the opportunity to monitor change and improvements over time.

The NBHC 2016 Overall experience: Patient who rated hospital favourably (8, 9, or 10 out of 10) for Horizon Health Network was 77.2%, which was similar to the Horizon Survey in 2015 (77.2%). However, the Horizon Survey in 2018 showed significant improvements with an increase of 8.5%, reaching 85.7%. The increase in overall experience: patient who rated hospital favourably rating reflects the success of quality initiatives in patient centred care across Horizon.

Horizon remains committed to its focus on patient and family centred care and uses the results from these surveys to help guide initiatives.

